

Item	Standard Description	Standard Classification	Support Model	BTS Owner
	Optionally may use a Meet-Me bridge provided by BTS for audio.			
	WebEx Go-To-Meeting (as a participant only)	Allowed	No Support	
	[ADA] Zoom Conferencing	Allowed	Bureau	
20.2. Conference Recording Playback	WebEx Player (ARF format) WebEx Player (WRF format)	Allowed	No Support	
	Office 365 Groups	Standard	Full	
20.3. Group Collaboration	Figma Jira Slack (by exception only)	Allowed	No Support	

21. Database Standards

Item	Standard Description	Standard Classification	Support Model	BTS Owner
21.1. Enterprise Database	Informix 12 Oracle 12c SQL Server 2012 SQL Server 2014 SQL Server 2016 PostgreSQL MySQL	Standard	Full	Oracle Production Services SQL: Production Services/Business Solutions MySQL: Business Solutions
	SQL Server 2008 SQL Server 2008 R2 Oracle 11g	Legacy	Full	
21.2. Enterprise Database Client	Oracle 12c Client	Standard	Full	Business Solutions
	Oracle 11g client	Legacy	Full	
21.3. Workstation Based	Access 2016 SQL Server Express SQL Lite	Standard	Full	
	Access 97, XP, 2000, 2013	Legacy	Full	
Workstation Based - Police	Access 2013	Standard	Full	
21.4. Database Connector Protocol	ODBC OLE DB	Standard	Full	

Item	Standard Description	Standard Classification	Support Model	BTS Owner
	XML JDBC ADO			

The BTS Infrastructure Board recommends that primary and shadow copies of databases in production operate on the same version of the database engine. All copies in the production environment should be updated as part of a planned migration when non-production development and testing validate that the application works correctly in the new database version.

22. Directory Services

Item	Standard Description	Standard Classification	Support Model	BTS Owner
22.1. Directory Services	Microsoft Active Directory	Standard	Full	Production Services / Server Support

23. eMail

Item	Standard Description	Standard Classification	Support Model	BTS Owner
23.1. Server Software	Microsoft Office 365 Exchange Online Exchange Server 2013 (Police)	Standard	Full	Production Services / Server Support
23.2. Web Client	Microsoft Office 365 Outlook Web App	Standard	Full	
23.3. eMail Synchronization	Microsoft Office 365 Exchange Online built-in	Standard	Full	
23.4. Mail Client	Outlook 2016	Standard	Full	Support Center / System Engineering
Mail Client Police	Outlook 2013	Standard	Full	
23.5. Address Book	Global Address Book – Required field: last name, first name, alias, internal and external SMTP address, phone, company, department, office, display name, name (last, first), fax #	Standard	Full	
23.6. Bulk Email Service	MailChimp MyEmma	Allowed	No Support	
23.7. eMail Filing Tool	SimplyFile	Allowed	No Support	